

Terms and Conditions for Tours in Colombia

Introduction

Welcome to Tours in Colombia. By accessing and using our website, you agree to comply with and be bound by these terms and conditions, which together with our privacy policy govern Tours in Colombia's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

Definitions

- "Tours in Colombia" or "us" or "we" refers to the owner of the website.
- "You" refers to the user or viewer of our website.

Use of Website

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It is your responsibility to ensure that any products, services, or information available through this website meet your specific requirements.

Bookings and Payments

- All bookings made through Tours in Colombia require a 25% deposit upon confirmation.
- The balance is due 14 days before the date of the service.
- Payments can be made via credit card, bank transfer, or other payment methods specified at the time of booking.

Cancellation and Refund Policy

- Cancellations made more than 30 days before the service date will receive a full refund, minus a processing fee.
- Cancellations made 15-29 days before the service date will receive a 50% refund.
- No refunds will be provided for cancellations made within 14 days of the service date.
- Refunds will be processed within 30 days of the cancellation request.

Changes to Bookings

- Any changes to bookings must be requested in writing and are subject to availability.
- Changes made more than 30 days before the service date are free of charge.
- Changes made 15-29 days before the service date may incur additional fees.
- No changes are allowed within 14 days of the service date.

Travel Insurance

- We strongly recommend that all clients purchase comprehensive travel insurance to cover potential cancellations, medical expenses, and other travel-related issues.

Limitation of Liability

- Tours in Colombia acts as an agent for travel companies, transportation companies, and other service providers. We are not responsible for any accidents, injuries, losses, or delays that may occur.
- Tours in Colombia is not liable for any loss or damage arising from the use of our services or website.

Responsibility and Disclaimer

- Tours in Colombia is not responsible for any errors or omissions in the content of the website.
- Tours in Colombia does not warrant that the website will be uninterrupted or error-free, or that defects will be corrected.
- Tours in Colombia is not responsible for the content of external websites that are linked to or from this site.
- While Tours in Colombia endeavors to ensure that the information on this website is correct, we do not warrant its completeness or accuracy; nor do we commit to ensuring that the website remains available or that the material on the website is kept up to date.

Sexual Harassment and Abuse Policy

- Tours in Colombia maintains a zero-tolerance policy towards sexual harassment and abuse, including any form of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- This policy explicitly includes a zero-tolerance stance towards sexual harassment or abuse involving minors. Reference: Law 599 of 2000, Article 328.

- All clients, employees, and partners must adhere to this policy to ensure a safe and respectful environment for everyone.
- Incidents of sexual harassment or abuse should be reported immediately to Tours in Colombia management.
- Tours in Colombia will take appropriate disciplinary action, which may include termination of services and legal action against individuals found guilty of such misconduct.

Indemnity

You hereby indemnify Tours in Colombia and undertake to keep Tours in Colombia indemnified against any losses, damages, costs, liabilities, and expenses (including without limitation legal expenses and any amounts paid by Tours in Colombia to a third party in settlement of a claim or dispute on the advice of Tours in Colombia's legal advisers) incurred or suffered by Tours in Colombia arising out of any breach by you of any provision of these terms and conditions.

Governing Law

- These terms and conditions are governed by and construed in accordance with the laws of Colombia. Any disputes relating to these terms and conditions will be subject to the exclusive jurisdiction of the courts of Colombia.

Intellectual Property

- All content on this website, including text, graphics, logos, and images, is the property of Tours in Colombia and is protected by international copyright laws. Unauthorized use or reproduction of this content is strictly prohibited.

Protection of Minors

- Special provisions apply for clients who are minors. Minors must be accompanied by a parent or legal guardian at all times during the tours.

Changes to Terms

- Tours in Colombia reserves the right to change these terms and conditions at any time. Any changes will be posted on this page, and your continued use of the website will constitute your acceptance of the modified terms and conditions.

Contact Information

- For any questions or concerns about these terms and conditions, please contact us at [\[contact@toursincolombia.com\]](mailto:contact@toursincolombia.com).